



COUNTY OF LOS ANGELES CHILD SUPPORT ADVISORY BOARD

Los Angeles County
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2008

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CHILD SUPPORT ADVISORY BOARD MINUTES MAY 22, 2008

Present

3rd District, Lucy T. Eisenberg, Esq.,
Chair
3rd District, Honey Kessler Amado
5th District, Reginald Brass
5th District, Susan Speir, Vice Chair
Gene A. Franklin, Sr., CIO
Susan Jakubowski, DCFS
Sylvia Valencia, DPSS
Steven Golightly, Director, CSSD

Absent

2nd District, Paula Leftwich
2nd District, John O. Murrell
4th District, Jean Cohen
4th District, Maria Tortorelli, Esq.
David Jetton, Superior Court
Debbie Strong, Franchise Tax Board
Mary Lawrence, DCSS

Guests

Lisa Garrett, CSSD
Gail Juiliano, CSSD
Lori Cruz, CSSD
Joan Otsu, CSSD
Laura Choate, DCSS
Leslie Hall, DCSS
Linda Sekany, DCSS
Maria Caudill, DCSS

Staff

Lee Millen, Executive Office, BOS
Juanita Smith, Executive Office, BOS

CALL TO ORDER

Chair Eisenberg called the meeting to order at 9:32 a.m. in room 372, Kenneth Hahn Hall of Administration.

APPROVE MINUTES OF MARCH 27, 2008

On motion of Commissioner Amado, seconded by Vice Chair Speir and unanimously carried, the minutes of March 27, 2008, were approved with the following corrections:

Honey Kessler Amado, Esq., is the new Third District appointee to the Child Support Advisory Board.

DIRECTOR'S REPORT TO INCLUDE: BUDGET UPDATE; APRIL PERFORMANCE; STIMULUS CHECKS; LARGE URBAN JURISDICTION CONFERENCE

Steven Golightly, Director, CSSD, reported the following:

- Budget Update – The May revised State budget include no changes to the Child Support Services budget at the local level. In January DCSS was held exempt from the 10% across the board cuts.
- Budget Reduction – Redirection of funds from local LCSA's will occur to accommodate a new state contract with the Office of State Printing. As the DCSS moves toward the new automated system in November, it has contracted for the printing of all forms, wage assignments and other documents. Consequently, the redirected amount for LA was \$2.6 million out of a \$12.6 million redirection. Director Golightly noted that this action should not affect current staffing levels.
- April Performance – Current Support collection was 51.95 percent, the highest in the Department's history, with 5 divisional offices over 50 percent; South LA and Commerce were in the high 40's. This constitutes an increase of \$4 million in collections from one year to the next, and half of the \$4 million was attributed to IRS and FTB intercepts.
- Stimulus Checks - They have not yet begun to receive economic stimulus intercepts. Additionally, 50 percent of this revenue increase is due to wage assignment collections, and increased collections are due to improved State Locate data. Stimulus checks are received in the same batches as their IRS tax season intercepts. A big hit is anticipated on or about May 30th with a huge collection on Stimulus checks.

The Department has worked closely with the Registrar Recorder's Office to obtain timely and correct death certificate data. Using this information, Staff has engaged in a campaign to obtain appropriate modifications in court, and to close cases.

Data received from the Federal Parent Locator System is not current, and by the time they are received and reviewed, the NCPs employer addresses are outdated.

The EDD data is forwarded at the end of each quarter to the Baltimore Federal Parent Locator System, and thereafter it is sent to Sacramento for input into the ARS and

CSC. Director Golightly has recommended to the State that the EDD data be inputted into these systems on a daily or weekly basis to improve NCP employer Locate efforts.

A follow-up report will be provided at the next CSAB meeting.

In response to Chair Eisenberg regarding case modification data that include the incarcerated, Gail Juiliano, CSSD, reported that the Business Plan and the PIP contain this data.

Chair Eisenberg inquired whether a process or procedure is in place to review old cases, and if NCPs could be provided written information on COAP.

Following discussion, COAP outreach, modification and service, and issues on incarceration will be placed on next month's CSAB agenda.

- Large Urban Jurisdiction Conference – Director Golightly requested that this item be deferred to next month.
- 300 Mother's Day cards were mailed to NCP mothers who are in arrears for the last 12 months encouraging them to pay; 12 percent were returned.

DCSS REPORT, TO INCLUDE: EDP BUDGET; UPDATE ON OUTREACH TO EMPLOYERS AND PAYMENTS STILL GOING TO THE GHOST BOX; UPDATE ON FEDERAL CERTIFICATION OF CCSAS; REPORT ON RESEARCH REGARDING RETROACTIVE ARREARS: REPORT ON STATUS OF COAP LEGISLATION

Laura Choate, DCSS, reported that they had a revised release of COAP as of last week, and there is a position of support for program permanency with COAP; DCSS anticipates that approval of the Trailer Bill will repeal the Sunset clause.

The COAP Work Groups have convened two meetings. Michael Robinson, California Alliance for Families and Children, represents advocates.

The Trailer Bill Program will continue in effect until budget approval when passage by the State Legislature (retroactive to July 1, 2008) occurs, and the Trailer Bill is reviewed and signed into law by the Governor and chaptered.

Vice Chair Speir inquired regarding State Policy when a home ownership is involved, and noted an unrealistic expectation that NCPs can refinance or obtain a loan to acquire home equity, especially when the delinquency has been lengthy.

Ms. Choate reported that a Policy and Procedural Manual does indicate the documentation required concerning real property, and that all assets must be considered when recalculating repayment totals.

Mr. Jones, Operations Division, is working on the Ghost Box issue.

Maria Caudill, DCSS, provided an update on Federal Certification and indicated that a Web Video Conference was presented to Federal partners and Certification Review of the system was conducted at DCSS with OSEC Washington, D.C. staff. The second phase is the Certification Review that will begin following Memorial Day; Federal reviewers will be visiting six to seven counties. Additionally, the reviewers will visit four Courts to appraise system operations performance and its navigation at the local level.

Reports will be prepared of their visits, and Ms. Caudill expressed optimism that the dual system configuration will be certified.

The State should be completely converted and the LA conversion completed by November 2008. Final return of Federal penalties to the State is dependent on certification of the CCSAS system by the Federal government..

Employer Web page

An Employer web page has been created on the DCSS public website that will feature an Employer list. The list will allow employers the ability to sign up to receive e-mails on electronic and wage processing, and is a vehicle and marketing tool for building a direct relationship with California Employers similar to what EDD has been able to accomplish with their Web page. DCSS will reach out state-wide to a whole host of Employer Trade Associations; work with LCSAs as well as with individual employer groups to disseminate information on the website features.

A state-wide Employer Handbook will be launched early summer for LCSAs and some employer partners for their review and comment to ensure that the handbook meets the needs of the employer community and answers their questions.

In response to Chair Eisenberg, Ms. Caudill noted that they will communicate with those on the EDD list, and work with the State Commerce Department, and the State Small Business Association.

In response to Vice Chair Speir, Ms. Caudill advised that the Employee Handbook will contain information on medical support.

REVIEW AND DISCUSS PERFORMANCE MEASURES

Chair Eisenberg reviewed and discussed the Federal Performance Measures for March and April and the 1257s. The number of cases closed is much larger than the number of cases opened.

Director Golightly reported that CSSD is being encouraged by the State to look at all cases for Federal closing requirements and potential closure. San Bernardino County's recently moved from 180,000 cases to 120,000 in case closing, and L.A. County's 570,000 cases dropped to 460,000 under very strict case closing requirements.

In response to Chair Eisenberg, Director Golightly advised that once 2,000 calls enter into the queue, no other calls are able to connect due to an excessive wait time. There was an increase of 100,000 calls received in one month. Joan Otsu, CSSD, attributed this large number of calls to the intercept season and a myriad of projects ongoing wherein an increased number of calls occurred, albeit without increased staff levels.

In response to Chair Eisenberg regarding "Audit Calculation Method", Director Golightly noted that it was the County's interpretation that if they could not find information on an individual's income or earnings, a court action request for a Zero Order could follow. The State policy, however, is that a Presumed Income Order is requested instead, with a minimum wage amount of \$40,000 per year. CSSD is now operating under the state's interpretation.

Following discussion, Vice Chair Speir agreed to report back on State Hearings at the next meeting.

UPDATE REGARDING RETROACTIVE ARREARS – LUCY EISENBERG

Chair Eisenberg reported that Retroactive Arrears has been a concern in that many cases openings occur slowly and often excessive arrears (\$10,000) accumulates in the interim. A memo received from Laura Choate stated that this is not State Policy; however, given the new survey data from DCSS, it is unlikely that the State can be convinced to change its policy.

Following Gail Juiliano's explanation of the process by which the automated system continually searches for updated locate information on NCPs, Chair Eisenberg requested that Ms. Juiliano provide data for her and Vice Chair Speir's review.

BUSINESS PLAN/PIP REPORT ON CURRENT SUPPORT – GAIL JUILIANO

Gail Juiliano reported that the goal for next year is to incorporate PIP, Business Plan, QAPI and any other plan into one Department Plan.

Goal #1 is to increase current support collections to 50.6 percent, and there are seven strategies under the Business Plan.

Strategy #1: Implement an early intervention collection via an automated phone call program for NCPs who have not paid for 90 days. During January – March, 17 thousand NCPs were called by a predictive dialer. As a result of the calls, the Department collected on approximately 1,000 of those cases with collections in this campaign totaling \$473 thousand. This was deemed a success and this project is ongoing.

Strategy #2: The Continued Accrual Credit Competition encourages competition among the divisions. \$10 million has been adjusted during this Federal Fiscal Year; this was deemed a success, and this project is ongoing.

Strategy #3: To compel regular payments from self employed NCPs and those in the criminal prosecution process; this has not been deemed a successful strategy.

Strategy #4: PIP currently has 73 lists of cases to review for closure, cleanup and modification. To date there are 90 thousand cases on the lists, 38 thousand cases have been reviewed, and 14 thousand cases have been closed, which included pre and post order cases; the majority that were closed were pre ordered cases.

Strategy #5: The PIP list for modification and the GR list with DCSS have a total of 2,500 cases. The division reviewed 1,600, and 15 of the 1,600 are qualified for modifications. The OBIS Match list is larger.

Strategy #6: The Cleanup List has 76,000 cases of which 9,000 have been reviewed.

Strategy #7: The reduction of Default Judgments by 5 percent is the goal. Default judgment percentages for October was at 70 percent, November/December was at 78 percent, and April was at 74 percent; a decrease can be attributed to the Outreach Program.

PIP: Ms. Juiliano reviewed the PIP strategies and noted that many have been completed.

UPDATE ON DEFAULT REDUCTION PROJECT AND OUTBOUND CALLING CAMPAIGN – LISA GARRETT/LORI CRUZ

Lori Cruz, Deputy Director, reported that postcard appointments were mailed on April 29th, by the West Covina Division; 16 NCPs appeared, four stipulations were created, and 1 CP requested the case closed.

Lori Cruz will report back at the July CSAB meeting on the outreach campaign.

DATA FOR 12 MONTHS REGARDING WAGE ASSIGNMENTS – LISA GARRETT

Lisa Garrett, Chief Deputy, CSSD, reported that 365 thousand Wage Assignments were received last year, with a total of 412 thousand Wage Assignments received this year, showing an increase by 12.6% in the past year.

Director Golightly advised that this data will be revisited due to a computer glitch.

PROJECT REGARDING TMSOS NOT PAYING AND QAPI REVIEW OF TOP 10 – LORI CRUZ/GAIL JULIANO

Ms. Juliano reported that each month QAPI reviews the 10 cases with the highest TMSO (Total Monthly Support Obligation) to determine if action could/should be taken. Cases that require activity are referred to Division Chiefs, and QAPI monitors the outcomes monthly.

REPORT ON SPECIAL SERVICES BUREAU PROJECTS, INCLUDING HIT PROJECTS, RELEASE OF MONEY ON HOLD, OMBUDSMAN CONTACTS WITH OBLIGOR, NEW ASSESSMENT PENDING PROCESS – JOAN OTSU

Joan Otsu reported that the cell phone project was developed to utilize a statute that empowers the State to subpoena and obtain phone records of obligors via warrants.

Director Golightly advised that this approach is primarily used to let NCPs know that CSSD is aware of their location; the next phase will be text messaging child support collection concerns.

Ms. Otsu discussed the Special Services Bureau Projects which focuses on projects of high importance. It is divided into three Divisions: Call Center, State Hearing, and Supplemental Child Care.

DATABASE ON INCARCERATED NCPS – GAIL JUILIANO

Gail Juiliano reported on OBIS, a database system created by the State of California that identifies incarcerated NCPs in State prisons. The information provided in the database is important because 55 percent of NCPs are incarcerated at some time during the life of the order. The database was compiled from information identified from State prisons, State rehab centers, and parole information. Another identifier used are Reception Centers, which are facilities convicted NCPs are placed before being transferred to prison.

Jake, IT, has been able to match County NCP information with OBIS focusing on 4,000 cases on the initial list. Next week, Ms. Juiliano will meet with the Probation Department interfacing with them about getting parolee information. In addition, she will meet with representatives from the Reception Centers to get correct orders.

Correct orders have incarceration and release dates on each NCP, which isn't available on OBIS, so obtaining this information is important to maintain the correct amounts owed in support payments due. Ms. Juiliano said although the modifications won't be ready in July, she can provide an updated report on the number of cases cleared for the next appropriate action.

COLLABORATION REGARDING MILITARY/VETERAN AFFAIRS – GAIL JUILIANO

Gail Juiliano advised that Vice Chair Spier alerted CSSD on 5 NCPS with permanent total disability. Based in information complied from the Department of Military and Veteran Affairs, there were 430 cases where NCPs had a veteran benefits identifier (income); 100 cases with potential military benefits were identified; 60 cases are receiving income on current and/or arrears.

ISSUE REGARDING NCP'S RIGHT TO REQUEST A UAP AUDIT – SUE SPEIR

This item was continued to the next CSAB meeting.

CUSTOMER SERVICE COMMITTEE REPORT – SUE SPEIR

This item was continued to the next CSAB meeting.

MATTERS NOT POSTED ON THE AGENDA (to be presented and placed on a future Agenda)

There were none.

PUBLIC COMMENT

There were none.

ADJOURNMENT

Chair Eisenberg declared the meeting adjourned at 12:23 p.m.